

## **Home Service USA – Direct Mail Solicitation**

We have been receiving telephone calls from consumers who have received an advertisement in the mail for a service contract to provide coverage for breaks in the external water service line from the street to the house. The following information is provided to address the questions we have been receiving:

### **Is this company affiliated with WSSC or the Rockville City Water Utility?**

No. Home Service USA is affiliated with some utility companies in other states but not in Maryland. Home Service posted a clarification on its webpage: <http://www.hsusacorp.com/media/index.asp>

### **What is the coverage for?**

This firm is offering a service contract known as an external water service line protection plan. It provides some coverage for emergency breaks in the external water service line generally between the curb/street to the point at which the water line enters your home (slightly different for properties that have wells).

### **How much coverage is provided?**

Coverage is for up to \$3,000 per service call for the cost of repairing or replacing burst or leaking water service lines. If it costs more than \$3,000 to make the repair, you would have to pay the difference.

### **Are there any exclusions?**

Yes. Some of the coverage exclusions include the following:

- Does not apply to breakdown caused by a condition which existed prior to the effective date of the service agreement.
- Does not apply to breakdown caused by improper maintenance or lack of maintenance.
- Does not cover costs associated with reinstatement of hard or soft landscaping (including driveways, pathways, walls, patios, decks, flowerbeds, trees and lawns).

### **Who is eligible?**

Coverage is available for residential properties that are 5,001 sq. feet or less. Coverage is not available for mobile homes, recreational vehicles, multiple unit dwellings, commercial buildings, or any residential home over 5,001 sq. ft.

### **When does coverage begin?**

There is a 30-day period at the start of the contract before you can make a service call. The coverage term is for one year. (Because of the initial 30-day waiting period, in the first year of enrollment there is only 11 months of actual coverage.)

### **Is there a limit to the number of service calls covered?**

Yes. The contract only allows for two service calls per coverage term, with a maximum coverage amount of \$3,000.00 for any one service call.

### **Are you required to use a particular contractor?**

You must contact Home Service directly in the event of a problem. They will send a licensed plumber. Home Service will not pay for any services performed without their prior approval.